

ANNUAL REPORT

THE YEAR IN REVIEW
2022/2023



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2022/2023

JohnHoward
SOCIETY OF VICTORIA

CONTENTS

Our Impact	5
Board and Staff	9
Leadership Messages	10
Employment Services	13
Residential	18
Housing	21
Justice Services	24
Community Programs	25
Partners & Funders	29

OUR VISION

We create safe, healthy and inclusive communities for all.

OUR MISSION

We contribute to a safer, stronger, and more sustainable community by supporting people to achieve greater independence.

OUR VALUES

Dignity

We commit to treating each person with dignity and respect in a non-judgmental manner.

Advocacy

We commit to respectfully supporting and championing the human rights of our clients and delivering on our commitment to diversity, equity and inclusion.

Empowerment

We commit to supporting our clients to change and grow to make informed decisions and to have the agency act on their own behalf.

Collaboration

We value listening, working and evolving with each other, our partners and our community to best serve our clients.

Accountability

We value operating with integrity and being responsible and answerable to each other, clients and the community.

Resiliency

We value embracing challenges with the determination to learn, evolve and grow.



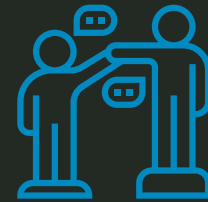
OUR IMPACT

720 People Served



2,340 Volunteer Hours

151 Clients Employed



47% Clients with mental health concerns

52% Clients with substance use



34 Average age of clients

WHERE WE ARE

We would like to extend our hearts and thankfulness to the ləkʷəŋən (Lekwungen) People of the Songhees and Esquimalt First Nations and acknowledge their traditional territory, the Xwsepsum Territory, on which we work and serve the community.

Being inclusive means balancing the injustices from the past and moving forward with the work and advocacy in the Calls for Truth and Reconciliation guiding our work. We wish to work with Indigenous communities, and allow their voice, experience, and culture inform the way we provide services in our employment, residential and outreach programs.



WHO WE ARE

We create safe, healthy and inclusive communities for all people to belong, to rest and to be as they are. We champion all people by providing spaces for their stories to grow. We provide services for those facing barriers to sustainable employment and housing, along with community-based programs focused on justice, youth and women at risk.



In 1935, a group of concerned citizens came together and formed the Victoria Branch of the John Howard Society of British Columbia to discuss conditions at the provincial prison.

The Society operated as a branch until 1948 when the John Howard Society of Vancouver Island was incorporated in Victoria. It was responsible for all of Vancouver Island. More branches followed in Nanaimo and Campbell River, and while the programs were evolving, the John Howard Society was also changing.

In 1983, we amalgamated with the mainland branch – the John Howard Society of British Columbia. This helped to maintain the cooperation and support between the different regions of the province. Finally, in May of 1989, the John Howard Society of Victoria was incorporated as a separate agency.

For the past 88 years, we have been committed to leading transformative social change in our community.

COMMUNITY ENGAGEMENT



Pride Parade



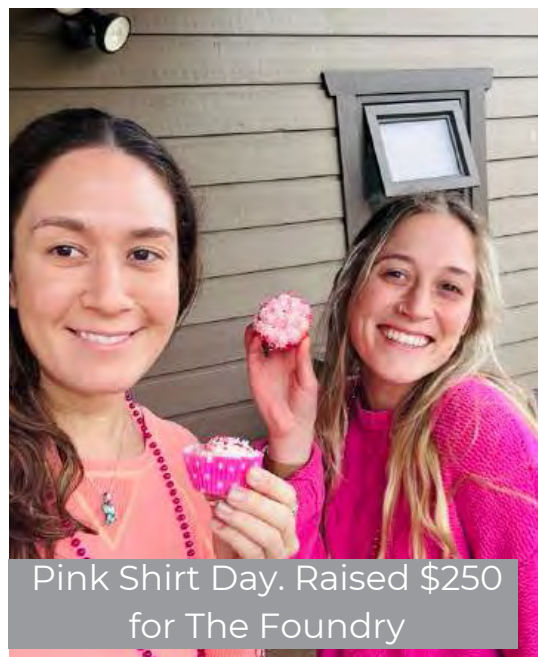
Donated 15 Christmas Hampers



Manchester House Annual BBQ



Coldest Night of the Year. Raised \$7000 for Our Place Victoria



Pink Shirt Day. Raised \$250 for The Foundry



Volunteer Appreciation BBQ

OUR TEAM

BOARD OF DIRECTORS

Chris Beresford, *Chair*

Ranj Atwal, *Past Chair*

Blair Fisher, *Treasurer*

Hank Mathias, *Vice Chair*

Randie Johal, *2nd Vice Chair*

Wendy Townsend, *Member*

Bob Downie, *Member*

Marie Ikonen, *Member*

MANAGEMENT

Manj Toor
Executive Director

Kathy Roy
Director of Residential Programs

Kayla Grosfield
Director of Programs

Hendrik Steenkamp
Director of Programs

Karli Cole
Manager of Community Programs

Chris Aspelund
Manager of Residential Programs

Sam Tomilin
Manager of Employment Services

Alena VanDerHaegan
Administrator

STAFF

Aidan Doduck
Alexander Rajkumar
Andriana Sukunda
Anita O'Sullivan
Anthony Omogolor
Ashlee Dempsey
Ashley Mandur
Avalon Forrester
Cameron Whalley
Chris Rendall
Crislynn Huerta
Dale Danso

Dayna Berkner
Deborah Stavert
Emma Cossette
Gab Conway
Johnston Morris
Judith Chouinard
Katie Clarke
Kayla Grosfield
Kristen Fawkes
Kyle Nelson
Kylie Humble

Mariana Londono
Max Henry
Melinda Murphy
Michael Squier
Michelle Wade
Phil Cottrell
Ravi Haere
Ron Smith
Rhonda Sheen
Shirley Connor
Suzette Biddle
Sydney Menzies

YEARS OF SERVICE RECOGNITION

Manj Toor
5 years

Dayna Berkner
5 years

Melinda Murphy
10 years

Kathy Roy
30 years

MESSAGE FROM MANJ

This year marks the end of an era and the beginning of a new chapter. It is also personally meaningful for me, as it marks my fifth year as the Executive Director of the John Howard Society of Victoria.

Kathy Roy's retirement closes an extraordinary chapter in our organization's history. Kathy was one of three team members (along with Dave Johnson and Shirley Williams), as one of the longest serving leadership teams in JHS Vic's history. Kathy's legacy of commitment and passion for our cause will forever inspire us and I express our heartfelt gratitude for her decades of service and leadership.

Throughout the 2022-2023 year, our devoted staff, volunteers and partners worked tirelessly to fulfill our organization's mission and objectives.

We have consistently maintained our focus on creating a positive impact in the areas we serve, and our efforts have been deeply aligned with our strategic goals.

Highlights of our achievements include:

- successfully receiving funding for a new Housing Outreach program. The program will support vulnerable individuals in maintaining safe, stable and affordable housing and to reduce chronic homelessness.
- significant headway was made towards making our new multi-purpose building a reality. We anticipate breaking ground in the fall of 2023.
- a new program management structure was implemented, increasing capacity to ensure we continue to make progress towards our strategic direction.

Our strategic plan will serve as our roadmap for the coming years. This plan outlines our vision, goals, and the direction we will take to create a sustainable and lasting impact in our community. With a dynamic leadership team in place, we are well positioned to build upon our past successes and address the evolving needs of our community. Their fresh outlook will complement the wealth of institutional knowledge already present within our organization, ensuring we strike a balance between continuity and growth.

We are committed to the core values that have defined JHS Vic. The welfare of our beneficiaries continues to be at the heart of everything we do. Together with our dedicated team, board members, supporters, and partners, we will work diligently to bring this vision to life. The John Howard Society of Victoria will continue to create positive change and shape a brighter future for our community.



Manj Toor,
Executive Director

MESSAGE FROM HENDRIK

After a difficult time living through the pandemic, we are still here with one key difference – we are stronger and more determined to support the growing needs of our community. Our resilience, our passion, and our talented employees have enabled us to meet challenges and continue making an impact. When I look back to 2022, I am very proud of the all of the things we have achieved.

Last year, we spent a lot of time thinking about our mission and what it really means to be a progressive, social service non-profit that supports an diverse community of people to achieve independence. Our multi-year Strategic Roadmap supported and enhanced this mission. We decided to be action-focused, which meant removing barriers and creating opportunities for our clients and staff.



Hendrik Steenkamp,
Director of Programs

Some of our key accomplishments; Service Excellence, Organizational Stability and Capacity, highlight our growth and the accomplishments of our staff.

We have expanded our reach beyond the Victoria area, delivering services to a broader audience; diversifying our funding model to enable us to offer more services, and establishing new community partnerships in support of unique programming. For example, we collaborated with the Victoria Brain Injury Society (VBIS) and delivered employment training to their clients. This was a true partnership in that benefitted the clients to secure good jobs, changed the way traditional delivery of how services were accessed. We also increased capacity to work more effectively and efficiently as a team and adopted new Employee Engagement and Talent Management programs.

I would like to express my sincere admiration and gratitude for our staff and their outstanding efforts. I appreciate everything that they have done this past year. The endless hours they have dedicated to support our transformation, our community and each other, continues to make a difference! We pride ourselves on their professionalism, hard work and dedication in making every project a great success.

In addition, the work we have done in 2022/23 could not have been possible without the support of our generous funders, community partners and community.

Thank you all.

MESSAGE FROM KAYLA

I feel so fortunate to have joined the team at the John Howard Society of Victoria, especially during an exciting and dynamic time of growth. It is a privilege seeing the vision of “building safe, healthy communities for all” come to life through the passion and dedication of the people of John Howard. The world around us is ever-changing and we have needed to be nimble to determine and meet the needs of those we serve amidst ongoing change.

Our spectrum of programming continues to grow and provide multi-faceted supports including Employment Training, Housing Access, Youth and Adult Mentorship, Community Outreach and so much more.

With our Strategic Roadmap guiding us forward, our pursuit of Service Excellence is evident in the continual optimization of our existing programs and innovative programs that meet the demonstrated needs of the community.

What sets us apart is our investment in the people we serve. Our programs value quality of service which is demonstrated through the quantity of time we invest in everyone. We see the depth of impact daily, whether it be a visit from a previous Employment Training program participant to share news of a promotion, seeing a youth light up as they join their mentor in carving a pumpkin, or seeing someone achieve sustainable housing and support someone else in their community who is facing challenges.

It has been a year of growth, a year of change, and a year of action. We could not do what we do without the talented and caring people we have on our team. You keep the wheels turning and have a profound and lasting impact on the community. So, THANK YOU! I am grateful and humbled to be a part of this team and immensely proud of each member.

Thank you to my fellow Directors Manj and Hendrik for your vision, leadership, support, and inspiration. You bring big dreams to life!

I look forward to the continued growth of this organization and am excited for what the next year has in store!



Kayla Grosfield,
Director of Programs



EMPLOYMENT SERVICES

At a glance...



296 Clients served

Clients completed the program

88%

Indigenous participants

24%

LGBTQIA+ participants

9%

Male

61%

Female

30%

EMPLOYMENT SERVICES

BladeRunners



The John Howard Society of Victoria has administered the BladeRunners program for 27 years and continues to embrace the original model. The program is funded by The Ministry of Advanced Education, Skills and Training. The Aboriginal Community Career Employment Services Society (ACCESS) serves as the program manager for the 19 BladeRunners programs throughout the province.

BladeRunners is an employment program which helps disadvantaged young people aged 15 -30 years of age obtain and sustain full -time employment in a variety of industries. The program was created in 1994 during the construction of General Motors Place in Vancouver, with the purpose of matching construction industry needs with opportunities for inner- city disadvantaged young adults. Because many of the at-risk youth taking part in the program were experiencing personal problems outside of their working hours a system of 24/7 support from the BladeRunners staff was developed. This model led to the award winning provincial BladeRunners model.

Services within the program include:

- certificate training
- resume and cover letter writing skills
- employment and life-skill workshops
- support in acquiring equipment needed for worksites.
- ongoing support and mentorship (once a Bladerunner always a Bladerunner)

EMPLOYMENT SERVICES



The WEST Program, funded by the Government of Canada's Youth Employment Skills Strategy, is in its second year of running. The WEST Program is for clients aged 16-30 and encompasses three weeks of Group Employability Skills Training followed by work experience. Participants are supported for the 20 weeks of work experience with monthly touchback sessions.

Certificates and Training provided:

- First Aid
- WHMIS
- Back and Ladder Safety
- Food Safe
- Fall Protection Awareness

This year, we continued to hold 2sLGBTQ intakes, and employed facilitators from the queer community, along with a counsellor to provide diversified, safe and ongoing support for our participants.



"I am grateful for this program!"

~Moxi, WEST Participant



EMPLOYMENT SERVICES

Acquiring Community-Based Employment Skills (ACES)

This is the 5th year the John Howard Society of Victoria has offered the ACES program. Funded by the Ministry of Advanced Education and Employment Skills Training, this program is delivered across BC in eight different communities and supports individuals who have barriers to employment. There are three categories of the program depending on the needs of the individual:

- Survivors of Violence and Abuse (SOVA)

The objective of this program is to increase the labour force participation and reduce the unemployment rate of adult survivors of violence and/or abuse in BC who are facing barriers to employment.

- Young Adult Training Program (YATP)

The objective of this program is to increase the labour force participation and reduce the unemployment rate of Young Adults (17-29) in BC who are facing barriers to employment.

- Persons with Disabilities

The objective of this program is to provide skills training and related supports to persons with disabilities to support them through economic recovery, increase their resiliency in the labour market, and help them find sustainable employment or further education and training that leads to sustainable employment.

Services within the programs include:

- certificate training
- resume and cover letter writing skills
- employment and life-skill workshops
- support in acquiring equipment needed for work



Community Employment Services (CES)

The John Howard Society of Victoria has offered the CES program for 21 years. Funded by Correctional Service of Canada (CSC), our program continues to engage those who are on parole and facing a wide variety of barriers. This past year, the CES caseworker assisted clients with resume preparation and cover letters, showed clients how to conduct online job search, provided clients with job leads and referred clients to other community resources. Once the parolees have obtained employment, the caseworker provides support to ensure they have a quality employment experience.

Types of training participants received include; Forklift and Mini Excavator, OFA Level 1/2/3, Traffic Control/Flagging, Fall Protection Awareness, WHMIS, and Confined Spaces.

EMPLOYMENT SERVICES

In 2023, we launched monthly socials to encourage past participants to return for support sessions. This recurring event provides past, present and future participants networking opportunities, and gives them the space to share their success stories with each other.

The social event invites clients to bring their friends to learn more about our employment programs. It provides an opportunity for clients to inspire one another, connect, and build community in our space and has garnered a lot of positive feedback and gratitude.



"The JHS staff go out of their way to support people to be successful."

Aelia Smith, WEST Participant

"I am thankful for the opportunity to be supported and to gain new skills that will help me build a better future for me and my two kids."

~ Cayley, WEST Participant

MANCHESTER HOUSE

260
hours of
outreach



The Residential Program supports male offenders who are transitioning back into the community from Federal Institutions. The program at Manchester House was designed to reflect the philosophies of accountability and to help residents find a path that fosters sustainable success.

Residents can get the most from the Manchester House program by utilizing the many components offered: support with life skills, assistance with identification replacement, job search and employment skills training, education upgrading, budgeting, meal preparation, and day to day life skills.

Manchester House staff work in close conjunction with the resident's case management team to ensure all personal and legal obligations and requirements are being met on an ongoing basis.

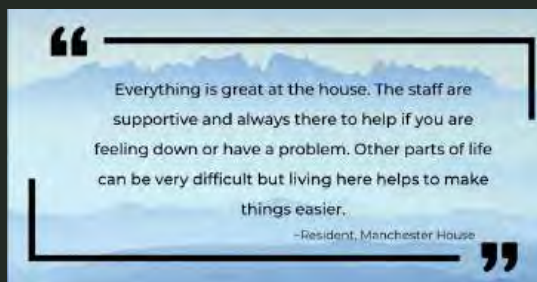
RESIDENTIAL TESTIMONIALS

43
outreach
clients
served

273 total
clients
served

"One client successfully completed his probation, two clients completed their community service hours, and we assisted two clients secure employment. Many clients commented on how much they appreciated the extra support provided by the outreach program and credit much of their success to this extra support."

~Chris Aspelund, Manager of Residential Housing



FORENSIC PROGRAM

The community volunteer component to the Manchester House program resumed this year after a hiatus due to COVID. Residents were involved in the Soap for Hope Program where they volunteered every Monday along with maintaining the garden plot at the Burnside Gorge Community Center.



Community Garden at Burnside Gorge

The residents also participate in the bi-monthly cooking and nutrition class where they work together to plan for and prepare a healthy meal. Some of the Forensic Residents completed their GED, secured part-time and/or full-time employment, and learned how to become pro-social positive members of our community.

Along with the program expectations, residents also participated in recreational activities some of which were; bowling, playing pool, swimming, hiking, going to a movie and mini golf . Along with recreational activities, regular house expectations such as budgeting, grocery shopping, meal planning, maintaining our recycling program, and helping with house errands were all a part of the everyday routine.

"I really enjoy being a part of the cooking classes in the John Howard classroom. The volunteer who teaches us is patient and kind. We learn a lot about healthy eating and even use some of the vegetables grown at the community garden."

~ Program participant

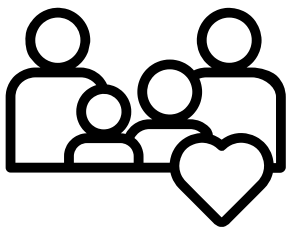
HOUSING ACCESS TEAM

New Program!

HAT supports persons unhoused, or temporarily housed to access affordable housing. Our team offers landlord liaison support, one-to-one case management and support, housing subsidies, 7-days a week outreach worker access and crisis response and mitigation.

We accessed dozens more landlords and resources, as well as joined several committees and forged new partnerships in community.

86 Clients
Housed



"I was injured at work and lost my job. I was terrified about the possibility of ending up on the streets. The fear and isolation I felt was awful, until I was referred to the John Howard Society. My worker was kind and non-judgmental, I no longer felt alone. She said she was going to do everything in her power to support me in my situation. She was able to find funding to support my rent for a couple months, as well as groceries, a voucher for housing supplies and clothes. I was absolutely blown away with how quick and effective the process was. Thanks to my worker and the John Howard Society, I was given the time needed to get back on my feet."

~Housing Access Client

- 7 children under the age of 12
- 4 Refugees
- 9 Immigrants



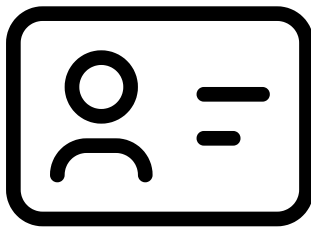
- 26% Indigenous
- 69% Identified as having a disability
- 67% Male

COMMUNITY SUPPORTS INITIATIVE

This year we provided intensive supports and addressed complex needs of individuals who experience chronic homelessness as a consequence of their involvement with the Canadian Criminal Justice System.

The wrap-around supports and resources includes taxation help, food security, legal guidance, counselling resources, substance recovery, and sexual health, with the goal of helping the client become independent, stable and live a healthy life.

We coordinated identification services at our Bridge Street location and offered free and low barrier identification for clients such as Status cards, Birth Certificates, name changes and primary ID.



57 Clients Served

- 35% Indigenous
- 35% Mental health concerns
- 17% Identified as having a disability
- 17% Substance use



I helped an Indigenous mother struggling with kidney disease connect with the relevant resources and obtain a status card through an ID clinic. We then provided a damage deposit for her son to become housed.

~Kyle Nelson, HAT Team

COMMUNITY ADULT MENTORSHIP & SUPPORT

Imagine stepping out of a correctional facility, into a new city. Where does one even begin? Navigating a new town can be incredibly overwhelming, a feeling only amplified after a period of incarceration. Without a proper support system in place, recidivism is an unfortunate, but likely outcome.

Following a long hiatus due to Covid restrictions, we were able to get this important program up and running again.

The C.A.M.S mentor works one-on-one with an offender recently released from a federal institution. The mentor provides support in various aspects of their life as they reintegrate back into society.

"The times spent with my match have been incredibly rewarding. He inspires me with his strength, stories of survival and absolute will to thrive. Our visits are filled with simple activities such as coffee, walks, people watching and lots of talking. We are now going to attempt to add fishing to our repertoire, fingers crossed!"

My match approaches his journey with thoughtful insight, a survivor's wisdom and a wonderful sense of humour. There is no doubt that we have been able to enrich each others lives through the CAMS program."

~CAMS Mentor



Some examples of activities within the mentorship include:

- Assisting with grocery shopping/banking
- Going for coffee
- Assisting in setting, achieving and re-evaluating long and short-term plans
- Participating in leisure activities of interest

Service users **20+**

700+ Volunteer hours



TOTEM POLE JOURNEY

Amongst many other cultural activities offered at VIRCC, a highlight for this past year was the of completion of the 340-year-old, 41-foot Coast Salish Totem Pole Carving, which started almost 2 years ago. Under the guidance of master carver Tom LaFortune, up to 90 men were involved in carving the pole.

JHS Vic client, Eddy Cliffe, is a member of the Wei Wai Kum First Nation near Campbell River. “This pole changed my life,” said Cliffe. Cliffe was incarcerated when he started working on the pole last year, but is now out and continuing to carve with LaFortune. “To me, it’s a promise within myself and to the community because of the strength of the symbolism.”

This project was started by Max Henry Sr. and Max Henry Jr., the centre’s Indigenous cultural liaison, and provided residents the opportunity to help create a masterpiece under the guidance of LaFortune. It was a great way to connect cultures, build bridges, and teach skills such as drawing, carving and wood working.

The pole was unveiled at a ceremony in early spring 2023.



VANCOUVER ISLAND REGIONAL CORRECTIONAL CENTRE

JUSTICE SERVICES

Justice doesn't always equal a verdict because justice can be found in community, with restoration and repair. We offer two diverse justice-based programs in partnership with Vancouver Island Regional Correctional Centre (VIRCC).

INDIGENOUS CULTURAL LIAISON

The focus of the Indigenous Cultural Liaison (ICL) Program at VIRCC is to connect Indigenous residents at VIRCC with a range of Indigenous specific supports.

Using a culturally informed model that is rooted in harm reduction, the ICL walks alongside residents in their self-identified and self-determined goals for culture, connection and reconnection. The ICL identifies, develops, and delivers cultural services that meet the needs of Indigenous residents within the operational objectives of VIRCC.

Cultural activities can include art, carving, sewing, beading, drumming, singing, healing circles, smudging, cedar brushing or other ceremonies as approved by VIRCC.

PRISON SERVICES WORK

Services include Pre-release planning, resume building workshops, and interview skills. We also provide the resident with critical resources to support their reintegration into community. We offer Employment and Life skills programs, through which residents can obtain industry recognized certificates.

Interviews with Applicants	731
Employment Support	288
Attended Training Classes	52
Clothing Provided	141
Income Tax Support	332
Identification Support	409

- 853 Traditional ceremonies and Smudges Performed
- 200 One on One's with Residents
- 112 Circles Held

KidStart

45

Active Mentors
Volunteering

40

Active Matches of
Kids to Mentors

"I think there is no greater impact we can make in our community than by connecting with and helping young people like my mentee navigate through life. You can really learn a lot when you listen, observe, and interact with such bright and unique youth."

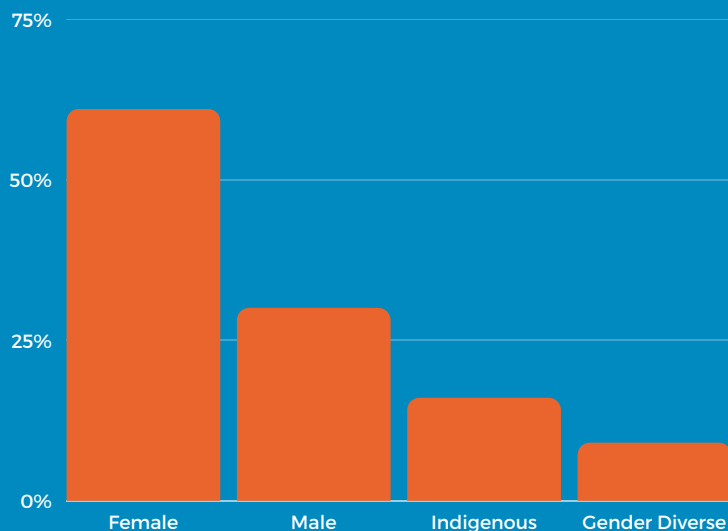
~KidStart Volunteer



How KidStart Mentees Self-Identify

64%

Mentees
are
between
the ages of
7 and 12



KIDSTART

2000+
volunteer
hours

KidStart is our free to access, one-on-one mentorship program for youth between the ages of six and eighteen years old. KidStart is a pro-active preventative program designed to help youth who face significant challenges at home, in the community, or at school, build resilience against life's many challenges. Youth are matched with an adult volunteer mentor, who acts as a positive role model to provide the youth with guidance and emotional support.



KidStart mentors and their mentees on a group trip to Butchart Gardens in February.

"I've seen my child gain a lot of confidence since becoming a mentee with KidStart."

~KidStart parent



SERENITY FARM COMMUNITY GARDEN

Serenity Farm, formally known as Feeding Ourselves and Others, is in its 11th year of operation.

The garden, which was started in 2012, is a community partnership providing a therapeutic garden experience for people challenged by mental health issues, addictions, and/or involvement in the justice system. Through this program participants are supported by volunteer community garden mentors and gain experience working together in an organic food garden while developing stable and positive interactions with others.



Participants contribute to local organic food production and improve the quality of their lives through the production of their own food and food for the broader community.

The John Howard Society serves as the sponsor, and our partners include the Assertive Community Treatment teams, Seven Oaks Care Facility along with our principal funders: Island Health, Victoria Foundation and Horne-Coupar (1% for the Planet).

54

Sessions between
October and April

Average number
of hours per
participant

60

5

Participant
Attendance per
session

OUR PARTNERS

Our work is made possible by a host of people. To our long term funders, community partners, individual donors and the local businesses that support us, we are forever grateful for providing the resources to make this important work happen.



Donations

Ames Family Foundation
Canada Post
Nutrition Link
Peninsula Coop
RBC Foundation
Ted Rogers Foundation
Tyhee Financial
United Way
Victoria Foundation
The Keg Spirit Foundation
FedEX
Dr. Gur Singh Memorial
Education Fund

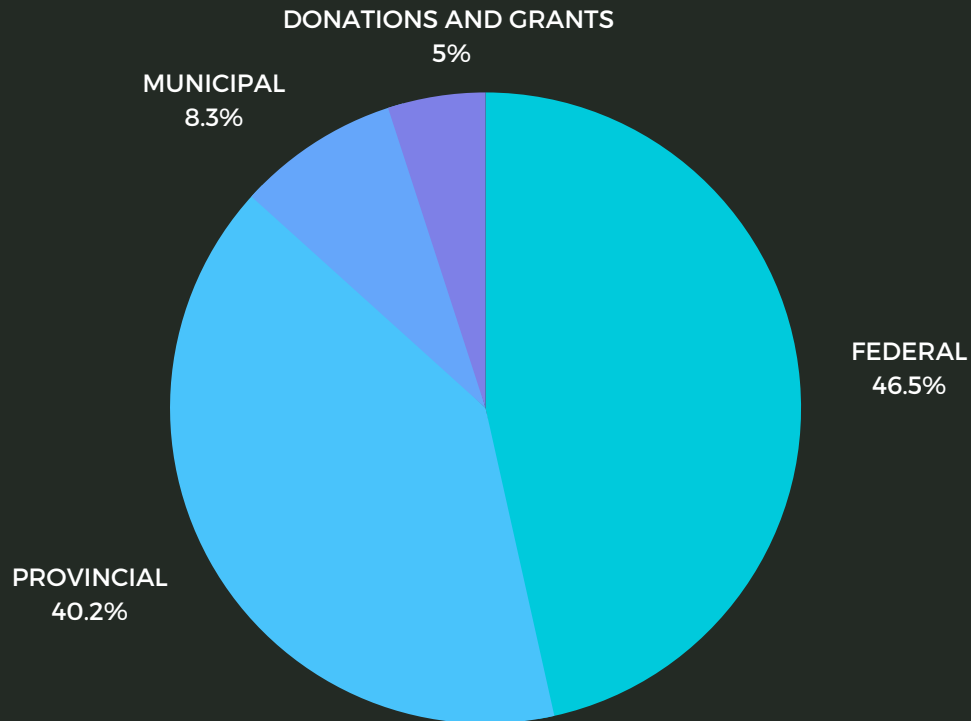
Community Partnerships

Bolt Communication
City of Victoria
Knappett Construction
Hartwig Industries
Wiser Projects
Victoria Brain Injury Society
Colliers International

JHS Vic acknowledges the many other donors and partners that have supported us over the year whether it be through financial contributions or otherwise.

OUR FUNDERS

We are grateful to receive funding and grants from community members, Federal and Provincial governments, and private sector partners.



- Aboriginal Community Career Employment Services Society
- Employment & Social Development Canada
- BC Ministry of Justice
- BC Ministry of Finance - Gaming, Policy & Enforcement
- Province of BC - Civil Forfeiture
- BC Corrections
- Corrections Services of Canada
- Provincial Health Services Authority
- Connective Support Society
- John Howard Society of Canada
- Island Health
- Capital Regional District

THANK YOU!

We would like to extend our hearts and thankfulness to the
ləkʷəŋən people of the Songhees and Esquimalt First
Nations and acknowledge their traditional territory, the
Xwsepsum Territory, on which we work and serve the
community.



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JohnHoward
SOCIETY OF VICTORIA

